



Friends and Family Test Feedback February 2021

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Always first class service, on time and very pleasant nurse.
- An efficient and friendly experience
- Arrived at the appointed time. Waited no more than 2-3 min. In and out!
- Dr Maxted very professional and helpful and quick
- Efficient, professional friendly and pleasant approach - responded to as an individual.
- Efficient, safe and very friendly nurse. Really impressed with how organised the surgery is from standard appointments which are very easy to book to getting my flu jab at the end of last year. You are doing a great job
- Exemplary patient care
- Friendly and efficient
- I felt unwell during my appointment and the nurse was so kind and helpful even though I must have caused her to run late for the rest of her appointments for the afternoon.
- I was able to get my B12 injection on time. The staff are friendly and helpful
- It was the first time I had seen this nurse and she was brilliant. Immediately put me at ease, listened and I felt safe. Nothing is too much trouble wouldn't go anywhere else.
- It was very quick in and out, and the nurse was very helpful with answering every question I had
- Pleasant greeting at reception, lovely and efficient phlebotomist. Felt very safe
- Prompt professional caring service. Great patient care, offer to come back if any further issues. Amazing service considering!!!
- Quick availability appt. efficient appt.
- Reception were very helpful and welcoming. Zoe was on time, efficient and delightful.
- Staff were very friendly
- The nurses couldn't have been more kind to me as I'd had such a bad experience at a previous surgery
- Very kind, sympathetic nurse
- Your staff were amazing and dealt with me in a really supportive way

South Cerney

- Pleasant nurse who took my blood for testing at South Cerney. efficient as all Phoenix staff are..?
- Have been with surgery since 1957, have never had reason to complain service has always been good
- Staff friendly and a lovely little practice. Made to feel very welcome. Great experience

Kemble

- I try to avoid doctors but whenever I've needed to see someone, Phoenix Kemble have been brilliant.
- Very good service, always make sure the clients are OK



RAU None

Tetbury

- Anne Green, Michelle and Elaine, all welcoming, reception not always so but good today, I have, temporary problem with nerves in leg and so take the shortest route to surgery and because there is nothing obvious to see in recent past I felt insulted when using front entrance! That did not happen today, overall the service is very good, thank you
- All went to plan and nurse Michelle dealt with me effectively.
- Brilliant staff
- Efficient and v pleasant.
- Elaine is a lovely nurse, very welcoming. She showed a lot of care and was on time and all set up ready for me (I was a few mins late due to traffic lights I didn't realise were going up today) she made no fuss of me being late and we got straight to it.
- Elaine was excellent today. I don't think it's possible to rate the rest of the experience highly, during a pandemic. One thing I observed though. In the lower waiting area, there are two chairs with arms. Neither is suitable for an obese person. A large woman had to stand because she couldn't fit in the chair, comfortably. I think it's about time wider chairs were installed for patients, where there might be waiting delays. Obviously not necessary in rows of chairs where chair arms are not required.
- Everyone was very friendly. I was seen promptly and the lady I was dealing with was very lovely.
- I saw the physio Steve Wright. He was polite, well informed and reassuring. He didn't rush me, was very thorough and I felt he really listened. He has offered a follow up phone call when I have had the x-ray results so I couldn't have asked for more. I was really overwhelmed and grateful with the original phone conversation and then the face to face appointment. Thank you.
- Nurse was brilliant, professional, friendly and knowledgeable.
- Nurse was very good, kind, considerate, understanding, explained everything
- Overall very good standard of care, time given to get everything done, informative and highly professional experience
- Really lovely appointment with the midwife but wondering about the effectiveness of her PPE, her mask kept slipping down her face and in the end she gave up so only her mouth was covered. Can you supply them with correctly fitting masks?
- The nurse was very caring and professional, explaining everything thoroughly
- The nurse was very efficient there was no waiting and I never felt any discomfort very pleased with the procedure
- Very well organised! And the nurse was excellent!
- Was made to feel at ease. Lovely polite woman. Quick and easy.

BY Text or Email (Surgery Not Known) None

Website None



Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix None

South Cerney None

Kemble None

RAU None

Tetbury None

Website None

By Text / Email None